go2HR 23-24 COR WORKPLAN

As per WorkSafeBC provided template

Mandate:	*The excerpts provided come directly from the Certificate of Recognition Program-Standards and Guidelines (January 2011) and funding Agreements (signed annually) and have been provided for consistency and direction.*
Objective:	*The objectives should relate directly to the mandates selected from the Standards and Guidelines and Agreements (above).*
Action Plan:	*Outline the plan to achieve the objectives and include detailed information on resources, finances, and KPIs.*

Work Plans are based on the following mandates:

1. Plan and implement a coherent communications strategy to promote the COR Program.
   Reference: S&G 1.2 and Agreement 2(c)ii

2. Facilitate the registration and certification of employers. *Reference: S&G 1.3 & Agreement 2(c)iii*

3. Help employers meet their needs for COR Program related training and qualified internal auditors. *Reference: S&G 1.4 & Agreement 2.(c)(iv)*

4. Ensure the provision of auditor training and availability of external auditors. *Reference: S&G 1.10 & Agreement 2.(c)(iv)&(x)*

5. Provide verification and quality assurance oversight *Reference: S&G 1.11 & Agreement 2(c)(xi)*

6. Other (optional)

Mandate #1:	Plan and implement a coherent communications strategy to promote the COR Program. *Reference: S&G 1.2 and Agreement 2.(c)(ii)*
Objective:	Develop and deliver a comprehensive communications strategy that drives engagement with the COR Program among key target demographics.
Action Plan:	go2HR will develop and implement a comprehensive communications strategy that utilizes social media, collateral development, targeted communications and industry partnerships to promote the COR Program.

OUTCOME #1   Action Plan details

Activity	Inputs	Budget	Time Frame	Responsible	Anticipated Outputs (KPIs)	Progress Reporting
Develop annual engagement strategy to increase awareness of COR program, identify opportunities for engagement	Maintain Customer Relationship Management (CRM) system of contacts to maximize outreach efforts Develop social media calendar for the year, identifying opportunities to promote COR program	6,000	April 23 – March 24	Staff	Contact information is maintained up to date to facilitate outreach Social media calendar in place; posts as per calendar Articles in association publications	
Sponsorship at industry events, conferences and publications	Identify opportunities for sponsorship at industry events, conferences and through media channels	8,450	April 23 – March 24	Staff	Maximize sponsorship opportunities	
Recognize COR certified employers	Website content is created and		April 23 –	Staff	Website content is	

through employer showcase segment on website, to encourage participation in COR	maintained up to date Employers are showcased on rotation to inspire others		March 24		accurate and up to date 1 employer showcase per month	
Secure earned media to increase awareness of COR program	Place articles in partner publications		April 23 – March 24	Staff	4 articles	
Research industry sectors to target for COR participation and implement targeted campaigns	Execute targeted outreach campaigns to particular industries		April 23 – March 24	Staff	4 campaigns, including through industry association membership	
Continually update COR program information on website	Develop articles on COR related topics and publish Add newly certified COR employers to landing page Review COR pages to maintain accuracy of information		April 23 – March 24	Staff	2,250 visits to COR landing page Update COR employer showcase box each month Content is maintained up to date	

OUTCOME #1   WORKPLAN Measurement (Evaluation)

Outcome Indicators (e.g. KPIs)	Data Collection	Time Lines	Evaluation Results
Engagement plan is in place and being utilized for outreach purposes	Open rates of newsletters, e-blasts,	April 23 – March 24	
Awareness of COR program is increasing due to outreach efforts	Enquiries about COR	April 23 – March 24	

	Contact us form completions		
Social media presence increases across all platforms used	Metrics indicate that social media following is growing	April 23 – March 24	
Engagement opportunities, including articles and sponsorship opportunities lead to COR interest and more registrations	Open rates and views of content, number of COR registrations received, follow up from employers after seeing sponsorship details and ads	April 23 – March 24	
Targeted industry campaigns lead to interest in the COR program and requests for consultations	Interest following on from campaigns, requests for follow up	April 23 – March 24	

Mandate #2:	Facilitate the registration and certification of employers. *Reference: S&G 1.3 & Agreement 2.(c)(iii)*
Objective:	Maintain and strive to improve the quality of the COR Program, and grow employer participation through partnerships, promotion, access to training and tailored content.
Action Plan:	Increase awareness of the COR program and convert interest to registrations and certifications through building engagement and offering relevant resources and support to employers on workplace health and safety.

OUTCOME #2   Action Plan details

Activity	Inputs	Budget	Time Frame	Responsible	Anticipated Outputs (KPIs)	Progress Reporting
Provide exceptional customer service to prospective and existing COR employer enquiries on COR administration and program participation	Offer email, phone and in-person support Maintain updated COR employer database Proactively communicate to employers re: program changes and COR lifecycle information and other topics of interest Communicate program certification deadlines Conduct annual survey for COR employers to gauge satisfaction		April 23 – March 24	Staff	Database is maintained with accurate contact information and COR lifecycle information for all registered and certified employers Prospective COR employers move along towards COR registration and certification Regular e-blasts and content in newsletters (4 opportunities) 1 survey per year - positive	

	levels with the program				employer feedback regarding program participation	
Increase employer awareness of and engagement in health and safety program offerings, to encourage them along the continuum towards COR program participation	Promote health and safety training offerings to create buy in for workplace health and safety Promote Safety Basics content on website and Safety Basics Assessment Tool Conduct health and safety consultations to support employers with program development Conduct COR gap analyses Schedule regular outreach with COR registered employers to support them towards certification and make them aware of program offerings Promote and maintain specific tools and resources	5000	April 23 – March 24	Staff, consultants	600 Health and Safety Orientation training completions 150 Occupational Health and Safety Program Fundamentals course completions 75 Safety Basics Assessment Tool completions Health and safety consultations carried out to support with health and safety program development COR readiness gap analyses – offer service to all new COR registrants: 5 gap analyses completed 15 new COR registrations 5 new COR certifications	

	to help in the development of health and safety programs				Targeted campaigns and e-blasts to promote content Tools and resources are maintained up to date	
Leverage go2HR regional HR consultants in the six tourism regions of BC to identify prospective COR employers and generate COR registration leads	Regional HR consultants include information about COR during outreach visits with employers to promote the COR program at every opportunity	2,000	April 23 – March 24	Staff	Leads are created through initial outreach Requests for follow-up, one on one meetings, consultations and ultimately COR registrations	
Leverage Biosphere program in Thompson Okanagan region as an entry pathway for COR participation	COR program is promoted through this captive audience		April 23 – March 24	Staff	Four Biosphere engagements (one per quarter) where COR program is discussed with captive audience	
Maintain high quality website content and resources to support COR program participation	COR website content and program resources are reviewed and updated, as required Promotional materials are developed to market		Periodic review and updating as required	Staff	Website content and resources are maintained up to date 2,250 visits logged to the COR landing page	

	the COR program					
Support COR employers with their program activities and the ongoing impacts of COVID-19 and communicable disease prevention	Maintain flexibility in the scheduling and rescheduling of audits, as per employers' evolving needs		April 23 – March 24		100% COR certified employer retention	

OUTCOME #2 WORKPLAN Measurement (Evaluation)

Outcome Indicators (e.g. KPIs)	Data Collection	Time Lines	Evaluation Results
Awareness of and interest in COR program is growing	Enquiries received, registrations, interest in health and safety topics generally, training course participation rates Webpage views Resource downloads	April 23 – March 24	
Regional interest in the COR program is growing, on account of the ability to amplify COR messaging within the tourism regions	Meetings where COR is discussed, lead generation (COR follow up requests)	April 23 – March 24	
High satisfaction rates about the COR program among those participating in the program	Survey results Anecdotal information	April 23 – March 24	
Increasing uptake and interest in health and safety program offerings to support the	Training Safety Basics	April 23 – March 24	

development of a robust health and safety program and eventual COR certification	Consultations 1:1 meetings where COR is discussed Enquiries received after send e-blasts and newsletters		
The number of COR registered and COR certified employers continues to increase	Active participation in the COR program (registered and certified employers)	April 23 – March 24	

Mandate #3:	Help employers meet their needs for COR-related training and qualified <u>internal</u> auditors. *Reference: S&G 1.4 & Agreement 2.(c)(iv)*
Objective:	Develop COR Program content that addresses the unique needs and priorities of employers, and support the development of internal audit processes by employers.
Action Plan:	Continue to offer existing COR Program to employers, while simultaneously improving these core offerings to continue to develop the program's reputation among key demographics.

OUTCOME #3   Action Plan details

Activity	Inputs	Budget	Time Frame	Responsible	Anticipated Outputs (KPIs)	Progress Reporting
Offer health and safety program development training and education for employers through go2HR's Learning Management System (LMS) and targeted promotion efforts	Offer relevant training opportunities: Occupational Health and Safety Program Fundamentals; Health and safety orientation training course; COR internal auditor pre-requisite online training; Claims management, Recover at Work and Return to Work education and resources for employers Maintain LMS and offer high service levels to course participants	31000	April 23 – March 24	Staff, consultants, graphic designers,	150 Occupational Health and Safety Program Fundamentals course completions 600 health and safety orientation training course completions Internal auditors participate in continuing professional development opportunities to enhance their auditing capabilities	
Offer COR internal auditor training and maintain accurate list	Plan and promote upcoming COR internal auditor training sessions to encourage participation		April 23 - March 24	Staff	New internal auditors attended COR internal auditor training	

| of certified internal auditors, tracking professional development | Administer and deliver training for internal auditors

Track ongoing professional development of internal auditors

Maintain and update COR resources on website to support internal auditors in preparing for and conducting audits

Provide and communicate professional development opportunities to internal auditors (webinars, training)

Maintain COR internal auditor training program content up to date | | | | session: 20 students

COR internal auditor training sessions: based on demand and class size (at least 3)

Internal auditors certified or recertified: 28

Internal auditor declarations: all active auditors (continuing professional development is reported annually prior to conducting audits) | |
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OUTCOME #3   WORKPLAN Measurement (Evaluation)

Outcome Indicators (e.g. KPIs)	Data Collection	Time Lines	Evaluation Results
Health and safety training is taken and consistent growth in participation levels is seen	Training course enrollments	April 23 – March 24	
Awareness and knowledge of workplace health and safety topics is increasing as a result of training and resource utilization	Anecdotal information Survey results	April 23 – March 24	

Online training user experience is maintained at a high level	Course assessments Survey results Anecdotal information	April 23 – March 24	
Roster of internal auditors continues to increase	Number of internal auditors Number of employers with more than one certified internal auditor on their team Attrition rates	April 23 – March 24	
Website resources are maintained, utilized and of value	Anecdotal information Downloads of COR documents	April 23 – March 24	
Survey results indicate satisfaction with COR internal auditor training	Post training surveys	April 23 – March 24	

Mandate #4:	Ensure the provision of auditor training and availability of <u>external</u> auditors. *Reference: S&G 1.10 & Agreement 2.(c)(iv)&(x)*
Objective:	Maintain the availability of sufficient external auditors and ensure that auditor training continues to be of a high standard.

Action Plan:	Take a flexible and strategic approach to the external audit process by ensuring an adequate roster of auditors and high-quality external auditor training.

OUTCOME #4   Action Plan details

Activity	Inputs	Budget	Time Frame	Responsible	Anticipated Outputs (KPIs)	Progress Reporting
Maintain roster of certified external auditors, tracking professional development	Offer, administer and deliver training for external auditors Track ongoing professional development of external auditors Maintain and update COR resources on website to support external auditors in preparing for and conducting audits Provide and communicate professional development opportunities to external auditors (webinars, training) Provide updates to external auditors on any changes to the COR program		April 23 – March 24	Staff	External auditor training is scheduled as needed External auditor annual declarations: 9 Continuing professional development is reported annually (external auditor declarations) 1 update session provided for external auditors during the year and other updates circulated to group, as needed	

OUTCOME #4   WORKPLAN Measurement (Evaluation)

Outcome Indicators (e.g. KPIs)	Data Collection	Time Lines	Evaluation Results
COR employers have access to a range of auditors and can select an auditor that best fits the needs of their business	COR employer post-audit survey results Anecdotal information	April 23 – March 24	
External auditors are active and their knowledge remains current	Training requirements and ongoing professional development are maintained for all external auditors	April 23 – March 24	

Mandate #5:	Provide verification and quality assurance oversight. *Reference: S&G 1.11 & Agreement 2.(c)(xi)*
Objective:	Ensure that the quality and integrity of the COR Program is maintained by providing effective verification and quality assurance.
Action Plan:	Perform routine and comprehensive audits (including WorkSafeBC Initiated Verification Audits), as well as performing desktop quality assurance for COR audits.

OUTCOME #5 Action Plan details

Activity	Inputs	Budget	Time Frame	Responsible	Anticipated Outputs (KPIs)	Progress Reporting
Perform desktop quality assurance (QA) for all COR audits	Follow up with auditors where improvement is needed, or if plagiarism is suspected	10,000	April 23 – March 24	Staff, consultants	100% of audits	
Perform external auditor quality assurance audit (EAQA) on 10% of external auditors	Auditor QA is conducted and report provided Auditors are selected for EAQA on rotation	800	April 23 – March 24	Staff, consultants	1 EAQA (>10% of current roster)	
Perform internal program monitoring and evaluation activities	Monitoring & activities include: customer service standards and COR employer expectations; coaching of QA reviewers (industry specific context of audits and standards for conducting QA		Ongoing As per annual professional development plan for staff	Staff	All completed audit files reviewed prior to being authorized for release Professional development as per individual performance plans QA checklists completed for all audits and approved	

	reviews); review QA findings to ensure consistent approach across QA review team and adherence to service agreements;					
Perform WorkSafeBC Initiated Verification Audits (WIVAs)	Notify employer(s) Request audit estimate and select suitable auditor(s) Arrange audit with employer(s) QA review of all audit documentation Completion of WIVA reporting forms to WorkSafeBC Confirmation of WIVA result to employer(s)	15,000	April 23 – March 24	Staff, consultants	2 WIVA	
Continual improvement of COR program administration	Conduct internal review of program processes Seek ways to improve quality of program and service delivery Solicit feedback from advisory		April 23 – March 24	Staff	Internal review carried out and action plan developed and implemented Four advisory committee meetings Continuing professional development	

	committee COR is an agenda item at advisory committee meetings, with updates provided by Partners Program at every meeting Implement changes to improve efficiency of COR program administration Staff professional development				as per individual performance plans	

OUTCOME #5 WORKPLAN Measurement (Evaluation)

Outcome Indicators (e.g. KPIs)	Data Collection	Time Lines	Evaluation Results
High quality of the COR program is maintained	Surveys, anecdotal information	April 23 – March 24	
Continual improvement in auditing processes, as a result of QA, WIVA and EAQA activities	Data analysis following on from QA functions	April 23 – March 24	

Approval

The signature(s) below signify the approval of the Work Plans based on the five mandates extrapolated from The Certificate of Recognition Program - Standards and Guidelines (January 2011) and annually signed Agreements.

Approved by Association Board Chair:

Heidi S. Romich

_____
(Signature)

__Heidi Romich_____
(Print name)

Date Approved: 09/08/2022

OPTIONAL

Objective:	Support COR Program renewal according to direction provided by WorkSafeBC
Action Plan:	In collaboration with WorkSafeBC, support the renewal of the COR Program by providing and facilitating feedback, participating in committees, and developing content to support the renewed programming. Potential action plan details are outlined below and subject to change, depending on direction provided by WorkSafeBC

OUTCOME #   Action Plan details

Activity	Inputs	Budget	Time Frame	Responsible	Anticipated Outputs (KPIs)	Progress Reporting
Support Partners Program improvement related activities	Ongoing participation in consultation sessions about program renewal Input into proposed amendments to health and safety management audit standard Collaborate on potential changes to go2HR COR audit tools and associated materials, including website content		As scheduled by WorkSafeBC	Staff	To be determined	
Initiate COR technical advisory committee composed of industry representatives	Invite stakeholders to attend meetings Develop terms of reference		As scheduled by WorkSafeBC	Staff	To be determined	

(COR employers) to provide input into proposed changes						
Identify and assess longer term potential program administration impacts of future state COR and prepare a plan for transitional activities	Prepare project plan, identifying objectives, timelines		As scheduled by WorkSafeBC	Staff	To be determined	
Develop content and implement changes to audit tool and associated materials, including training course content and website content, in line with program renewal plans	Dependent upon direction provided by WorkSafeBC		As required, according to information provided by WorkSafeBC	Staff	To be determined	
Communicate to COR employers, internal auditors and external auditors about the status of the program renewal activities and keep them updated about the future direction of the program	Develop messaging and communications plan		As required, according to information being released by WorkSafeBC	Staff	To be determined	

OUTCOME #   WORKPLAN Measurement (Evaluation)

Outcome Indicators (e.g. KPIs)	Data Collection	Time Lines	Evaluation Results
To be determined			

Approval

Approved by Association Board Chair:

Heidi S. Romich

_____ (Signature)

Heidi Romich

_____

(Print name)

Date Approved: 09/08/2022